

May 15, 2013

Greetings Managers,

Two of your employees, Sergeant Milton and Officer Kolesar, were recently awarded with an MSP Service Professional Award. The MSP Customer Service Action Council (CSAC) is proud to recognize them for their outstanding commitment to customer service at MSP.

Our thanks go out to them on behalf of the Metropolitan Airports Commission, CSAC, and the entire MSP community for exhibiting to MSP customers the superior customer service MSP is known for.

Congrats Sergeant Milton and Officer Kolesar!

Way to go!

Arlie Johnson, Assistant Airport Director, MAC Landside Operations with Sergeant Bruce Milton and Officer Jeff Kolesar



CUSTOMER COMMENT

(A portion of a letter dated 3/25/13)

The purpose of this letter is to formally acknowledge the incredible work of Officer Kolesar, Officer Zizzo, Sergeant Karsnia, Detective Luinstra and Sergeant Milton, who all showed vigilance, integrity, pride, professionalism and responsiveness when my car was stolen on Friday, March 22, 2013. I had the pleasure of seeing a well-run team in action. While they did an excellent job and retrieved my car, what struck me was the courtesy and respectfulness they exhibited to me, my guest, and my wife who had to leave our kids to deal with the situation. Thank you.

-Andrew Nath